T-Mobile

Welcome
Start Guide

SAMSUNG
Galaxy A6

My carrier

This guide provides you with the information you need to get started. For more information and additional support, please visit **T-Mobile.com/support** where you can:

- Register at **my.t-mobile.com** to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Review your device's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

Access account information:

1. From a home screen swipe up, and then tap **T-Mobile** folder > **T-Mobile**.
2. Choose from an available category.

Services

If you are a new T-Mobile® customer and your service is not yet activated, call Customer Care at 1.800.937.8997 and a T-Mobile Activations representative will assist you.

You need the following information when activating service:

- Your Service Agreement and the agent code on your Agreement
- Your name, home address, home phone number, and billing address

Note: For business and government accounts, please provide the name of the organization, the address, and the tax ID.

- Your Social Security number, current driver's license number, and date of birth for credit check purposes
- Your choice of T-Mobile rate plan and services (see **T-Mobile.com** for the latest plan information)
- SIM serial number and IMEI number (located on the box barcode label)

Service or use is your agreement to T-Mobile's Terms and Conditions. **T-Mobile requires Arbitration of Disputes unless, for new customers, you opt-out within 30-days, or for existing customers, you previously opted-out.** Failure to activate service within 30-days from purchase will also be considered acceptance. **For details, see T-Mobile's Terms and Conditions at T-Mobile.com/terms-conditions.**

Samsung Care

How can we help you?

Get to know your product

- To access user manuals, tips and more visit **Samsung.com/us/support**.

Ask the community

- To ask questions and get solutions from other Samsung customers visit **us.community.samsung.com**.

Contact us for support

- For hardware or software support call us at 1.800.SAMSUNG or visit **Samsung.com/us/support/contact**.
- To find a service location near you visit **support-us.samsung.com/cyber/locator/asc_locator.jsp**.

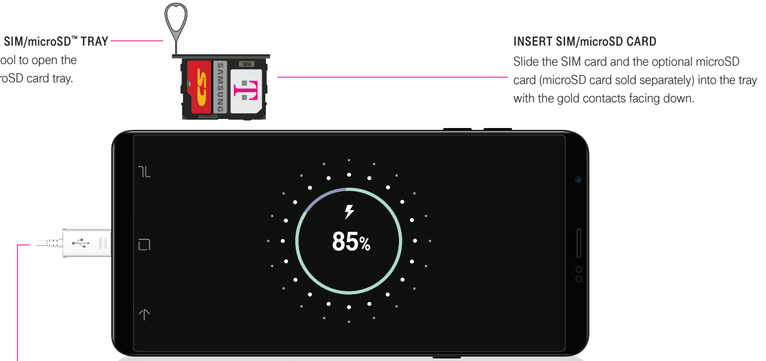
1 About your phone

2 Set up your phone

Your SIM card may be pre-installed.

REMOVE SIM/microSD™ TRAY
Use the tool to open the SIM/microSD card tray.

INSERT SIM/microSD CARD
Slide the SIM card and the optional microSD card (microSD card sold separately) into the tray with the gold contacts facing down.



Battery is non-removable

CHARGE YOUR DEVICE
Before turning on your phone, charge it fully.

BACKUP AND RESTORE
For help transferring content from your old phone, visit: **samsung.com/smartswitch**

Use only Samsung approved charging devices and batteries. Samsung accessories are designed for your device to maximize battery life. Using other accessories may void your warranty and may cause damage.

3

Customize your phone

Pinch a home screen to change the look and feel of your device:

Wallpaper | Themes | Widgets | Home screen settings

From a home screen, swipe up, and tap **Settings** to customize, connect or turn on options to personlize your phone:

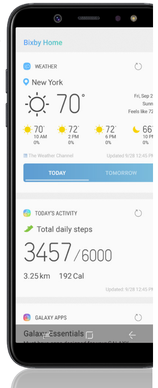
- **Connections**
  Connect to a Wi-Fi network, Bluetooth device and other connection options.
- **Sounds and vibration**
  Set device volume and sounds.
- **Display**
  Customize the home screen and display brightness.
- **Advance features**
  Select a screen lock type and set security options.
- **Lock screen**
  Select a screen lock type and set security options.
- **Biometrics and security**
  Set biometric security options.

Bixby

Set reminders, send messages, search and access content on your phone and Internet.

From a home screen, swipe right, and follow the prompts.

Note: For more information about Bixby, visit Samsung.com/us/support/owners/app/Bixby.



Learn more

Need help?

The Help setting displays the device user manual. The user manual provides information about the following and more.

To open, from the Home screen, swipe up and tap **Settings** > **Help**.

- Make a call
- Wi-Fi Calling & USB Tethering
- Contacts
- Health & Fitness
- Personalized device support
- Accessibility settings
- Connect to smart devices

Search

From the home screen swipe up, and search for anything on the phone. For example enter an app or settings name.

Calls

- Tap to make a phone call or to make a video call.
- To answer a call, touch and slide .
- To reject and route a call to your voicemail, touch and slide .

Note: Press and hold 1 to set up or access your voicemail.

- To end a call, touch and slide .

Contacts

- Tap to add a new contacts.
- Enter the desired information and tap **SAVE** to store the new entry.
- To edit, tap a name > **Details** > **EDIT**.
- Tap **SAVE** to complete.
- To delete, touch and hold a contact name and tap **DELETE**.

Messages

- Tap to create a new message.
- Tap **START** to compose a message.
- Tap to add an attachment.
- Touch and hold to create an audio message.
- Tap to add a sticker or a GIF.
- Tap to send the message.

Picture & Video

- Tap to take a photo.
- Drag left or right to zoom in or out.
- Tap or swipe up to take selfies.
- Swipe right to select a mode.
- Swipe left to select an effect.
- Tap to begin recording.
- Tap to capture a picture while recording.
- Tap to pause a recording.
- Tap to end a video.

Legal

APPROVED FIRMWARE VERSIONS

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

INFORMATION ABOUT SAFEGUARDING HANDSETS

T-Mobile encourages customers to take appropriate measures to secure their handsets and invites them to take advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts. For additional information, visit: **T-Mobile.com/devicesecurity and T-Mobile.com/Company/PrivacyResources.aspx.**

EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.*

*Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused. The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency). Please see T-Mobile's Terms and Conditions and Privacy Policy for additional service restrictions and details.

ADDITIONAL INFORMATION

Use of some content or features may require qualifying service, or access to a Wi-Fi connection.

Coverage not available in some areas. See **Terms and Conditions (including arbitration provision)** at **T-Mobile.com**, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling.**

T··Mobile·

©2018 Samsung Electronics America, Inc. Samsung and Galaxy A6 are both trademarks of Samsung Electronics Co., Ltd. Google Play, Gmail, Chrome, YouTube and Google are trademarks of Google LLC. LTE is a trademark of ETSI. T-Mobile and the magenta color are registered trademarks of Deutsche Telekom AG. Other company and product names mentioned herein may be trademarks of their respective owners.

Device and screen images simulated. Appearance of device may vary.

P10000117
Printed in Mexico
GH68-49719A